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Salesforce Community Cloud Consultant

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QUESTION 1

As part of its recent efforts to improve brand recognition, Universal Containers had upgraded all of its Communities to use Lightning templates. The next step will be to unify the branding across all of these Communities. What is an efficient way to accomplish this?

Select one or more of the following:

A. Use a shared Bootstrap CSS file in all of the Communities

B. Ensure that all Communities are only using standard Lighting Components

C. Create a standard theme that is used in all of the Communities

D. Ensure that all Community managers use the same CSS standards in all pages

Correct Answer: C

QUESTION 2

Northern Trail Outfitters uses Salesforce internally and needs to launch a Community for their customers.

Northern Trail Outfitters works with a survey partner and needs to extend that capability to the Community users. Northern Trail Outfitters works with an electronic signature partner and needs to extend that capability to the Community users. This Community needs to be built with the Napili template. All integrations must be mobile- first. Both partners have Community Lightning Components available.

What should a Salesforce Admin do to accomplish this task?

A. Design and develop an API-level integration with the Survey and electronic signature partners and make it available for Community users.

B. Install and configure the non-Lightning Components for surveys and electronic signatures available from the Partners

C. Install and configure the Community Lightning Components for surveys and electronic signatures available from the two Partners.

D. Design and develop custom Community Lightning Components for surveys and electronic signatures.

Correct Answer: C

QUESTION 3

Northern Trail Outfitters launched a Lightning Community. Community members reports being unable to view the menu option to see their work orders. The Salesforce Administrator has validated the following: The user profile has read access to the work order object - The user profile has membership to the community What should the Salesforce administrator verify to troubleshoot this issue?

A. Work Order is adding to the Navigation Menu in Community Builder

B. Work Order is added to the navigation menu in administration

C. The Work Order tile is added to Community workspaces

D. The Work Order component is marked publicly viewable

Correct Answer: A

QUESTION 4

niversal Containers (UC) wants Lightning Experience enabled employees who have Salesforce user licences to access a Community. The employee profiles have been added to the Community membership. How should the Community Cloud Consultant educate employees on how to access the Community?

Select one or more of the following:

A. Recommend employees use a separate username for Community access

B. Advise employees to use the "Login in as" functionality

C. Direct employees to the App Launcher

D. Direct employees to the global header

Correct Answer: C

QUESTION 5

How should a Salesforce Admin fulfil this requirement? Universal Containers needs to enable public access to Community content.

A. Update the setting to allow access without login in Community Settings.

B. Update preferences to allow access without login in Community Management.

C. Update all pages to allow Public Visibility in Site.com Studio.

D. Update the setting to Public Visibility to all Community pages in Setup.

Correct Answer: B

QUESTION 6

Universal Container\'s Community Manager wants to better measure the Community adoption and engagement. What is the recommended approach?

A. Use Google Analytics to generate the adoption report

B. Install the Salesforce Community Management AppExchange package

C. Install the Wave dashboards for Communities

D. Use Data Loader to download the user data to generate a pivot table in Excel

Correct Answer: B

QUESTION 7

Northern Trail Outfitters launches a Partner Community using Salesforce tabs and Visualforce. Opportunities needs to be the selected tab for the Community user.

What should Salesforce Admin do to fulfill this request?

A. Set the Opportunity tab as the first tab in the selected tabs in Community Management.

B. Configure Opportunity as the default landing page in Community Settings in Setup.

C. Enable the Opportunity page as the landing page on the Community user guide.

D. Set the Opportunity object page as the landing page in the Community Builder.

Correct Answer: A

QUESTION 8

Universal Containers needs to match the colour scheme of their Customer Service (Napili) Template-based Community with Universal Containers\\' branding colours.

What is the most efficient way to accomplish this task?

A. Select an available colour scheme inside the Branding Editor that most closely matched the company\\'s branding colours.

B. Download HTML/CSS from the company\\'s website and upload it inside the Community Builder.

C. Upload the company logo to generate a colour palette that matched the company\\'s branding colour.

D. Get HEX codes for branding colours from the company\\'s website and manually add them inside the Branding Editor.

Correct Answer: C

QUESTION 9

Universal Containers wants to allow customers in the Community to create and edit reports. Which license type should the Salesforce Admin use for these users?

A. Customer Community Login.

B. Customer Community Member.

C. Customer Community Plus.

D. Community Manager Plus.

Correct Answer: C

QUESTION 10

Northern Trail Outfitters is launching a Community using the Customer Service (Napili) Template. They need to add gamification to their website. The following requirements must be met:

-Use the Standard Component on the home page.

-Logged-in users should be able to see their rank.

-Show the top five Community users in the leaderboard.

Which three steps should a Salesforce Admin take to fulfill these requirements?

Choose 3 answers.

A. Select the Show User Rank checkbox for the component in the property editor.

B. Enable setup and display of the Reputation Levels option and configure Reputation in Community Management.

C. Set the number of users to 5 in the property editor for the component.

D. Drag the Reputation Leaderboard Component to the Community page in Community Management.

E. Drag the Reputation Leaderboard Component to the Community page in Site.com.

Correct Answer: ABC

QUESTION 11

The coffee company sells products for coffee shops and consumers. The company is planning to launch a Community and has the following goals:

-Go to market quickly

-Generate online revenue rapidly

-Work with a mobile ready storefront

How should the Community Cloud consultant meet these goals?

Select one or more of the following:

A. Use build your own lightning template

B. Use custom lightening components

C. Use a Visualforce page lightning component

D. Use B2B commerce for community cloud

Correct Answer: D

QUESTION 12

Universal Containers is launching a Community with the following requirements:

-Branding requirement is limited to logo and font.

- Configurable Navigation with the option to navigate to custom objects and records.

-Access to articles is limited per Date Category Visibility.

Which template should the Salesforce Admin use to build this Community that will natively support these capabilities?

A. Kokua

B. Koa

C. Customer Service (Napili)

D. Aloha

Correct Answer: C

QUESTION 13

What are three ways you can maximize engagement within your Salesforce Community?

A. Ompany Branding and a Custom Domain

B. Reputation Points and Levels

C. Frequent Promotions

D. Establish Etiquette Rules

E. Measure Community Success

Correct Answer: BDE

QUESTION 14

The product marketing team is revising its product data sheets and FAQ documentation to msupport major upgrades across the product line. Preliminary analysis shows the new articles have fewer views in the Partner and Customer Communities than expected.

What are three ways to increase the visibility of these Knowledge articles? Choose 3 answers

Select one or more of the following:

A. Use the Recommendations component to promote specific articles to defined groups of users (Channels)

B. Place hotlink URLs to these topics in the header component

C. Create a new navigational topic for "New Products" and make sure the new articles are massigned to that user

D. Make sure that the right fields in the Knowledge object are indexed to improve results in the Universal Search component

E. Use the Featured Topics component to promote the topics related to these new articles

Correct Answer: ACE

QUESTION 15

Universal Containers has a customer Community in Europe and plans to roll out as separate Community for their US customers. They have separate profiles for the US, Europe, and Asia customers.

How can the Salesforce Admin limit the membership of this new community to US customers?

Select one or more of the following:

A. Add US users to the community sharing set

B. Add each US customer as a Community member from the contact record

C. Add the US customer public group to the Community as members of the Community

D. Add only US customer profiles as Community members

Correct Answer: D